

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U904G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U39M).	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-020 (Filed May 16, 2011)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR JULY 2013**

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August 21, 2013

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR JULY 2013**

This is the seventh monthly report of program year (PY) 2013. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through July 2013 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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August 21, 2013

**Southern California Gas Company  
Energy Savings Assistance Program (ESA  
Program)  
And  
California Alternate Rates for Energy (CARE)  
Program Monthly Report**

# LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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## ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

### 1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

#### 1.1. Energy Savings Assistance Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

Program Summary through July 2013			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$117,559,855	\$ 49,222,402	42%
Homes Treated	136,836	55,746	41%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,417,480 ***	1,497,693	62%

\* Program decision D.12-08-044 was issued August 30, 2012; table reflects updated budgets and goals.

\*\* Reflects authorized levels; does not reflect fund shift transaction of July 2013, as noted below.

\*\*\* Value updated from prior month report, and represents the estimated energy savings for Program Year 2013 associated with the requested funding in Application (A.) 11-05-018. Funding was increased pursuant to D.11-08-044, which did not contain an associated upward energy savings estimate.

SoCalGas continues to work with its contractor network to ramp up ESA Program activities to overcome the slow start in 2013 and work towards meeting the homes treated goal. In addition, as summarized in this monthly report, SoCalGas continues to utilize various customer outreach activities (including direct mailing and outbound dialing) to increase customer enrollments.

Through July 2013, SoCalGas has incurred costs totaling \$6,103,846 related to installation of high-efficiency clothes washers (HECWs), nearly depleting its authorized Program Year (PY) 2013 budget of \$6,449,788<sup>1</sup>. In order to continue

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<sup>1</sup> As described more thoroughly in SoCalGas' Petition For Modification (PFM) of D.12-08-044 filed October 29, 2012 and supplemented July 18, 2013, the rate of eligibility for HE Washers experienced since 2011 has been higher than

*Footnote continued on next page*

providing washers during 2013, SoCalGas has shifted funds totaling \$7,436,002 into its PY2013 Appliances budget from unspent 2012 funds. This value is equal to the remaining unspent Appliance funds in the entire 2012-2014 program cycle. The new PY2013 budget for Appliances is \$13,885,790.

## **1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update**

**1.2.1** Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

### **Ethnic and Mass Media Campaign**

No Ethnic and Mass Media campaigns were deployed during July.

### **E- Newsletter**

No E-Newsletter was deployed during the month of July.

### **Energy Savings Assistance Program - Bill inserts/onserts**

No bill insert was deployed during the month of July.

### **Energy Savings Assistance Program - Direct Mailings**

During the month of July one direct mail campaign was deployed to 96,503 CARE enrolled and eligible ESA Program customers. The personalized letter was available in English, with the flip side of the letter presented in Spanish. The ESA Program direct mail campaign letter included the customer's account number and ESA Program contractor telephone number to facilitate enrollment. All ESA Program contractors were informed of the targeted zip codes in their respective areas.

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that estimated in SoCalGas' 2012-2014 budget application. As a result, SoCalGas requested in its PFM an additional \$31,988,985 to augment the budget for HE clothes washers.

### **Energy Savings Assistance Program - Outbound Dialing**

Throughout the month of July, there were six automated voice messaging (AVM) campaigns deployed to approximately 75,000 CARE enrolled English and Spanish speaking ESA Program eligible customers. Two of the six campaigns deployed had the option to put customers in direct contact with an ESA Program contractor to make an appointment. The other four campaigns arranged for an ESA Program contractor to contact interested customers. Thus far, as a result of these campaigns, 4,297 customer leads were generated.

### **Energy Savings Assistance Program - Web Activities**

SoCalGas includes website links to its Customer Assistance Programs in all of its communications that specifically promote the ESA Program to customers. For the month of July, 433 customers completed the on-line English language ESA Program request form. The email website link encourages qualifying customers to apply for no-cost home improvements to reduce their monthly gas bills through SoCalGas' ESA Program.

#### **1.2.2 Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESA Program**

#### **July 2, 9 and 16 – Media Interviews on Customer Assistance Programs**

SoCalGas' Media Relations group recorded four separate media interviews in support of Customer Assistance Programs (three in July, and one on June 24). The segments were conducted by Francisco Quiroz, anchor and host of the KWHY-22TW MundoFox morning show, *Viva El 22*. The CARE and the ESA Programs were promoted, highlighting SoCalGas' commitment to serving low income families and individuals in the Hispanic market. The segments aired twice each date, in the morning and again in the afternoon, reaching an audience of Spanish speaking

persons in the Los Angeles market. The following is a link to the YouTube post: [https://www.youtube.com/watch?v=8KQni9Ni\\_6Q](https://www.youtube.com/watch?v=8KQni9Ni_6Q).

**July 3 – Doris Cantlay Center, Catholic Charities, Orange County**

The Doris Cantlay Center, an extension of Catholic Charities of Orange County, distributes food to a maximum of 150 families per day every Tuesday, Wednesday, and Thursday from 7:30 - 9:30 a.m. More than 100 persons lined up to receive tote bags of food, and SoCalGas individually educated each participant about CARE and the ESA Program.

**July 5 – Westside Center for Independent Living, West Los Angeles**

SoCalGas was the anchor sponsor for a resource information awareness event at the Westside Center for Independent Living. Several hundred persons attended the event. The Center serves persons with disabilities and their families, and strives to assist persons with disabilities to live independently (and reside in their homes). SoCalGas coordinated with Southern California Edison so that both could provide utility-specific program information.

**July 5, 18, and 25 – *Cuadrilla de Semana*, Bakersfield**

To reinforce SoCalGas' outreach with migrant farmworkers, the CARE program has been sponsoring "weekly lunches," *Cuadrilla de Semana*. Radio Campesina and local sponsors, including SoCalGas, journey to a different work site each week. An informational session takes place during the farmworkers lunch break, where a bilingual SoCalGas representative provides low-income program information to the farmworkers. In addition, a radio advertisement aired information about the SoCalGas low-income programs to its listeners. These lunches will continue throughout the summer.



### **July 18 – CalFresh Workshops, Catholic Charities, Orange County**

CalFresh workshops, sponsored by Catholic Charities of Orange County and SoCalGas, inform local residents about CalFresh and CARE program eligibility requirements. Imprenta Communications is providing guidance on outreach in Orange County to ensure that customers who attend the workshop receive multilingual information regarding low-income programs. The CalFresh workshops remain the foundation of SoCalGas's work with Catholic Charities.

## **1.3 Leveraging Success Evaluation, Including CSD**

**1.3.1** Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

Effective July 23, 2013, SoCalGas has a signed and completed an agreement with Park Water Company to leverage rebates offered by the water utilities in Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems for HECWs installed under the ESA Program in the utilities' shared service territory.

As of last month, funds for the Eastern Municipal Water District (EMWD) and SoCalGas leveraging agreement, covering rebates for HECWs, were fully utilized.<sup>2</sup> Discussions between SoCalGas and EMWD are underway to identify new opportunities to leverage funding for HECWs.

CSD leveraging meetings continued in July, 2013. These meetings are in compliance with CPUC decision (D.) 12-08-044, and bring together the

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<sup>2</sup> SoCalGas' ESA Program will collect rebates totaling over \$220,000 for High Efficiency Clothes Washers installed in SoCalGas and EMWD joint service territory in 2013.

*Footnote continued on next page*

Commission's Energy Division, CSD, and the four large California energy IOUs to discuss and deploy pilot programs. The focus of the joint meetings in July continued to be engaging in partnership efforts to combine the resources of the Low Income Home Energy Assistance Program (LIHEAP) / Weather Assistance Program, and ESA Programs.

SoCalGas has launched the Middle Income Direct Install (MIDI) Pilot Program, which is both an integration and leveraging effort with Southern California Edison (SCE). The MIDI Program serves customers that do not qualify for the ESA Program by offering weatherization to customers between 201 - 250% of the Federal Poverty Level. The ESA Program and Energy Efficiency, along with a selected third party contractor, have utilized the existing ESA Program infrastructure to maximize program efficiencies. Furthermore, SoCalGas has been closely coordinating with SCE to select joint contractors when possible.

#### **1.4 Workforce Education & Training**

**1.4.1** Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.

SoCalGas continued its internal training programs which contributes to the goals of workforce development. SoCalGas provides two areas of training: (1) Enrollment and Assessment (E&A); and (2) ESA Program Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results				
	First Quarter	Second Quarter	July	YTD Total
Attended Testing	65	55	19	139
Passed Test	62	44	19	125
Pass Rate	95%	80%	100%	90%

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After a successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 5-day class which reviews the requirements for enrollment, assessment and in-home education.

SoCalGas 5- Day Enrollment and Assessment Training				
	First Quarter	Second Quarter	July	YTD Total
Attended Class	75	74	11	160
Tested	72	72	11	155
Passed Class	68	71	9	148
Badged	34	13	0	47
Census Attendees	0	0	0	0
Retention Rate*	94%	99%	82%	95%
*Retention Rate is Passed/Tested				

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 47. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating,

Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2013.

Class Type	First Quarter		Second Quarter		July		YTD Total	
	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students
<b>Initial</b>	3	22	4	10	0	0	7	32
<b>Refreshers</b>	2	9	4	9	2	15	8	33
<b>NGAT 5-Day</b>	2	21	2	13	0	0	4	34
<b>Grand Total</b>	7	52	10	32	2	15	19	99

## 2. CARE Executive Summary

### 2.1. CARE Program Summary - July

2.1.1 Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach <sup>(1)</sup>	\$3,845,745	\$1,774,816	46%
Proc., Certification and Verification	\$8,200,213	\$765,859	9%
Information Tech./Programming	\$2,669,534	\$253,253	9%
Pilots <sup>(1)</sup>	\$180,000	\$75,000	42%
Measurement and Evaluation	\$51,484	\$0	0%
Regulatory Compliance	\$234,962	\$160,500	68%
General Administration	\$915,488	\$526,153	57%
CPUC Energy Division Staff	\$60,000	\$9,777	16%
Cooling Centers	N/A	N/A	N/A
<b>Total Expenses</b>	<b>\$16,157,426</b>	<b>\$3,565,358</b>	<b>22%</b>
<b>Subsidies and Benefits</b>	<b>\$129,892,840</b>	<b>\$73,965,697</b>	<b>57%</b>
<b>Total Program Costs and Discounts</b>	<b>\$146,050,266</b>	<b>\$77,531,055</b>	<b>53%</b>

\* D. 12-08-044 was issued on Aug. 30, 2012 and is reflected in this table. Values may not sum to totals due to rounding.

(1) Outreach funds were reduced and recategorized as a Pilot for the SoCalGas share of the CHANGES program. The \$180,000 budget is a "not to exceed" 2013 allocation (SoCalGas 25% share of up to \$60,000/month).

2.1.2. Please provide the CARE program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,638,727	1,795,429	91.3%

## 2.2 Outreach

2.2.1 Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.2.2.)

### **CARE Telephone Enrollments and Recertification**

During July, SoCalGas deployed an AVM campaign to approximately 15,700 customers whose eligibility in the CARE program was about to expire. Approximately 3,405 customers recertified their eligibility via the interactive phone channel.

### **CARE Web Activity & Enrollments**

SoCalGas references its website in virtually all communications. SoCalGas sent an email reminder to 23,000 customers whose CARE eligibility was close to expiring. Almost 12,000 customers used the online form during July, which resulted in 3,289 new enrollments and 1,979 recertifications.

### **CARE Third-Party Enrollments & Outreach**

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas works with a variety of community-based organizations, and also employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and generated 5,529 applications in July; 4,601 customers were subsequently approved for enrollment into the CARE Program.

SoCalGas also has an agreement with 211 LA County, which is a multilingual referral number for Los Angeles County. Through events and through inbound calls, 211 LA County directs needy customers to the CARE Program.

In addition, SoCalGas contracts Imprenta Communications to assist with grassroots communications within Orange County. These activities involved three events with the Catholic Charities of Orange County; details of these specific events are reported in Section 1.2.2.

SoCalGas continued its campaign with FOOD Share, a food bank in Oxnard, Ventura County. FOOD Share distributes CARE applications as part of its CalFresh outreach.

### **CARE Direct Mail Activity and Enrollments**

The first wave of direct mail campaigns has concluded. SoCalGas began the direct mail campaigns in late February. The first campaign targeted 600,000 customers who reside in the overlapping service territories of SoCalGas and SCE. As part of a follow-up, SoCalGas added an additional 100,000 customers who reside in Los Angeles (overlapping service territory with Los Angeles Department of Water & Power) to the spring campaign.

Thus far, SoCalGas has mailed out approximately 700,000 bilingual (English/Spanish) letters with CARE applications. During July roughly 2,600 Spanish applications were returned; 1,661 were approved. Approximately 11,500 English applications were returned; 7,162 were approved. At this point in the direct mail campaign -- including the current July numbers, over 63,000 customers returned applications for a total

enrollment count of 35,105. History has shown that customers will continue to mail in applications from these campaigns over the next couple of months; nevertheless, a new series of direct mail campaigns will be launching in mid-August.

### **CARE Bill Inserts**

SoCalGas mailed out a bill insert to each residential customer who is not currently on the CARE program. Approximately 2.9 million inserts were sent out to customers. Enrollments will be reported in future months.

### **CARE Mass Media Campaign**

SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to encourage awareness of customer assistance programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day. During the summer these radio spots complement weekly lunches that SoCalGas sponsors for farmworkers in the fields. SoCalGas representatives meet farmworkers during their lunch break, and Radio Campesina broadcasts spots from the field. SoCalGas also has ongoing Spanish-language newspaper ads in Visalia (Nuestro Tiempo) and Riverside (La Prensa Hispana). These ads are ongoing.

Beginning in June and concluding at the end of July, SoCalGas also launched a multi-channel mass media campaign. In addition to the ongoing newspaper ads (discussed above), SoCalGas took out additional ads in a variety of newspapers (primarily ethnic-owned) in Southern California. The “buy tactic” was to target Spanish language, Chinese language (such as *Sing Tao*, which reported on the new eligibility guidelines on July 5), and African-American readership. The campaign also deployed online advertising, especially Spanish-language advertising.

Results from this campaign (for example, “clicks” and “clicks that went to the CARE application”) will be reported next month.

In addition to newspaper and online advertising, the summer campaign also included an “out-of-home” component. For the purposes of this campaign, out-of-home advertising comprised a series of English or Spanish posters on public transportation. The posters were not interactive, but they contained a unique URL (website) that the web team had developed for this campaign. Preliminary metrics from the out-of-home tactic are intriguing. More than 12,000 persons visited the English language web page; 9,000 persons visited the Spanish language web page. Relatedly, “CARE” was the number one search term on the SoCalGas website during June. (There is a one month lag in the reporting of web traffic.) These data points suggest that the public transit posters were very effective in generating awareness and driving traffic to the web site.

### **Disability Outreach**

SoCalGas continued work with the Westside Center for Independent Living, which helps persons with disabilities live in their homes. On July 5, SoCalGas sponsored an awareness fair at the Westside Center for Independent Living. (See write up in Section 1.2.2.)

#### **2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related programs to reach eligible customers**

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as the Los Angeles Department of Water and Power (LADWP), SCE, San Diego Gas & Electric, and Pacific Gas and Electric. During the month of July, over



5,900 customers were enrolled in SoCalGas' CARE program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund. Intra-utility efforts in July generated over 2,900 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also helps increase Post Enrollment Verification (PEV) activities when customer information is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during July, 178 LIHEAP customers were enrolled in SoCalGas' CARE program.

### **2.3 CARE Recertification Complaints**

There were no recertification complaints in July.

**3. Appendix: Energy Savings Assistance Program Tables and CARE Tables**

**ESA Program** - Table 1- Program Expenses

**ESA Program** - Table 2- Program Expenses & Energy Savings by Measures Installed

**ESA Program** - Table 3- Average Bill Savings per Treated Home

**ESA Program** - Table 4a- Homes Treated

**ESA Program** - Table 4b- Homes Unwilling/Unable to Participate

**ESA Program** - Table 5- Program Customer Summary

**ESA Program** - Table 6- Expenditures for Pilots and Studies

**CARE-** Table 1- CARE Overall Program Expenses

**CARE-** Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

**CARE-** Table 3a- CARE Post-Enrollment Verification Results (Model)

**CARE-** Table 3b- CARE Post-Enrollment Verification Results (High Useage)

**CARE-** Table 4- Self Certification and Re-Certification

**CARE-** Table 5- Enrollment by County

**CARE-** Table 6- Recertification Results

**CARE-** Table 7- Capitation Contractors

**CARE-** Table 8- Participants as of Month End

**CARE-** Table 9- Expenditures for the CHANGES Pilot

**CARE-** Table 10- CHANGES Individual Customer Assistance (detail)

**CARE-** Table 11- CHANGES Group Customer Assistance (detail)

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>July 2013</b>												
4		<b>Authorized Budget <sup>1</sup></b>			<b>Current Month Expenses <sup>2</sup></b>			<b>Year to Date Expenses <sup>2</sup></b>			<b>% of Budget Spent YTD</b>		
5	<b>ESA Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Energy Efficiency</b>												
7	Appliances	N/A	\$ 6,449,788	\$ 6,449,788	N/A	\$ 791,571	\$ 791,571	N/A	\$ 6,103,846	\$ 6,103,846	N/A	95%	95%
8	Domestic Hot Water	N/A	\$ 15,460,812	\$ 15,460,812	N/A	\$ 77,722	\$ 77,722	N/A	\$ 5,787,907	\$ 5,787,907	N/A	37%	37%
9	Enclosure	N/A	\$ 40,418,299	\$ 40,418,299	N/A	\$ 683,531	\$ 683,531	N/A	\$ 14,971,483	\$ 14,971,483	N/A	37%	37%
10	HVAC	N/A	\$ 18,006,083	\$ 18,006,083	N/A	\$ 499,305	\$ 499,305	N/A	\$ 7,626,260	\$ 7,626,260	N/A	42%	42%
11	Maintenance	N/A	\$ 2,496,293	\$ 2,496,293	N/A	\$ (89,773)	\$ (89,773)	N/A	\$ 848,714	\$ 848,714	N/A	34%	34%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
14	Customer Enrollment	N/A	\$ 20,746,914	\$ 20,746,914	N/A	\$ 668,355	\$ 668,355	N/A	\$ 8,267,624	\$ 8,267,624	N/A	40%	40%
15	In Home Education	N/A	\$ 2,517,638	\$ 2,517,638	N/A	\$ 50,590	\$ 50,590	N/A	\$ 964,681	\$ 964,681	N/A	38%	38%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
17	<b>Energy Efficiency TOTAL</b>	N/A	\$ 106,095,827	\$ 106,095,827	N/A	\$ 2,681,301	\$ 2,681,301	N/A	\$ 44,570,515	\$ 44,570,515	N/A	42%	42%
18													
19	Training Center	N/A	\$ 663,921	\$ 663,921	N/A	\$ 26,251	\$ 26,251	N/A	\$ 162,356	\$ 162,356	N/A	24%	24%
20	Inspections	N/A	\$ 3,063,896	\$ 3,063,896	N/A	\$ 2,563	\$ 2,563	N/A	\$ 966,916	\$ 966,916	N/A	32%	32%
21	Marketing and Outreach	N/A	\$ 1,272,007	\$ 1,272,007	N/A	\$ 111,187	\$ 111,187	N/A	\$ 531,277	\$ 531,277	N/A	42%	42%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
23	Measurement and Evaluation Studies	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 23,899	\$ 23,899	N/A	\$ 178,929	\$ 178,929	N/A	61%	61%
25	General Administration	N/A	\$ 5,891,204	\$ 5,891,204	N/A	\$ 395,057	\$ 395,057	N/A	\$ 2,808,219	\$ 2,808,219	N/A	48%	48%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 1,179	\$ 1,179	N/A	\$ 4,190	\$ 4,190	N/A	5%	5%
27													
28	<b>TOTAL PROGRAM COSTS</b>	N/A	\$ 117,559,855	\$ 117,559,855	N/A	\$ 3,241,437	\$ 3,241,437	N/A	\$ 49,222,402	\$ 49,222,402	N/A	42%	42%
29	<b>Funded Outside of ESA Program Budget</b>												
30	Indirect Costs				N/A	\$ 238,093	\$ 238,093	N/A	\$ 1,723,969	\$ 1,723,969			
31	NGAT Costs					\$ 255,099	\$ 255,099		\$ 1,389,792	\$ 1,389,792			
32	<sup>1</sup> The authorized budget does not include funds shifted from previous years and/or prior program cycles. In July, 2013, SoCalGas increased the PY 2013 Appliances budget by \$7,436,002 over the budget authorized in D.12-08-044, resulting in a total PY2013 Appliances budget of \$13,885,790. This shift was necessary in order to allow for contract value increases undertaken in July to meet anticipated demand. SCG determined the revised PY 2013 Appliance budget based on the total authorized 2012-2014 budget for the sub-category less 2012 actual expenditures for the sub-category. The revised PY 2013 Appliances budget is funded from unspent 2012 balance of \$27,991,278.												
33	<sup>2</sup> Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												
34													

	A	B	C	D	E	F	G	H
1	<b>Energy Savings Assistance Program Table 2</b>							
2	<b>Program Expenses &amp; Energy Savings by Measures Installed</b>							
3	<b>Southern California Gas Company</b>							
4	<b>July 2013</b>							
5			<b>Year-To-Date Completed &amp; Expensed Installation</b>					
6	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh<sup>4</sup> (Annual)</b>	<b>kW<sup>5</sup> (Annual)</b>	<b>Therms (Annual)</b>	<b>Expenses<sup>7</sup> (\$)</b>	<b>% of Expenditure</b>
7	<b>Appliances</b>							
8	High Efficiency Clothes Washer	Each	8,368			228,446	\$6,326,082	14%
9	Refrigerators	Each						
10	Microwaves <sup>6</sup>	Each						
11	<b>Domestic Hot Water</b>							
12	Water Heater Blanket	Home	2,521			11,845	\$129,567	0%
13	Low Flow Shower Head	Home	50,310			218,067	\$1,987,343	4%
14	Water Heater Pipe Insulation	Home	2,071			6,195	\$40,879	0%
15	Faucet Aerator	Home	49,367			69,878	\$683,024	2%
16	Water Heater Repair/Replacement	Each	1,081			-	\$747,177	2%
17	Thermostatic Shower Valve	Each	54,844			745,878	\$2,199,918	5%
18	<b>Enclosure</b>							
19	Air Sealing / Envelope <sup>1</sup>	Home	44,461			159,043	\$11,549,450	26%
20	Attic Insulation	Home	3,341			24,723	\$3,422,034	8%
21	<b>HVAC</b>							
22	FAU Standing Pilot Conversion	Each	28			1176	\$7,842	0%
23	Furnace Repair/Replacement	Each	5,963			-	\$6,337,583	14%
24	Room A/C Replacement	Each						
25	Central A/C replacement	Each						
26	Heat Pump Replacement	Each						
27	Evaporative Cooler (Replacement)	Each						
28	Evaporative Cooler (Installation)	Each						
29	Duct Testing and Sealing	Home	1,269			-	\$1,280,835	3%
30	<b>Maintenance</b>							
31	Furnace Clean and Tune	Home	13,501			32,442	\$848,714	2%
32	Central A/C Tune up	Home						
33	<b>Lighting</b>							
34	Compact Fluorescent Lights (CFL)	Each						
35	Interior Hard wired CFL fixtures	Each						
36	Exterior Hard wired CFL fixtures	Each						
37	Torchiere	Each						
38	Occupancy Sensor	Each						
39	LED Night Lights	Each						
40	<b>Miscellaneous</b>							
41	Pool Pumps	Each						
42	Smart Power Strips	Each						
43	<b>New Measures</b>							
44								
45	<b>Pilots</b>							
46								
47	<b>Customer Enrollment</b>							
48	Outreach & Assessment	Home	55,746				\$8,226,511	18%
49	In-Home Education	Home	56,075				\$688,763	2%
50								
51	<b>Total Savings/Expenditures</b>					1,497,693	\$44,475,721	
52								
53	Households Weatherized <sup>2</sup>		54,208					
54								
55	<b>Households Treated</b>							
56	- Single Family Households Treated	Home	40,989					
57	- Multi-family Households Treated	Home	12,116					
58	- Mobile Homes Treated	Home	2,641					
59	<b>Total Number of Households Treated</b>	Home	<b>55,746</b>					
60	<b># Eligible Households to be Treated for PY<sup>3</sup></b>	Home	<b>136,836</b>					
61	<b>% of Households Treated</b>	%	<b>41%</b>					
62	- Master-Meter Households Treated	Home	4,799					
63								
64	<sup>1</sup> Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking							
65	minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.							
66	<sup>2</sup> Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs							
67	<sup>3</sup> Based on Attachment H of D.12-08-044							
68	<sup>4</sup> All savings are calculated based on the following sources:							
69	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.							
70	<sup>5</sup> Costs exclude support costs that are included in Table 1.							
71	<sup>6</sup> Microwave savings are from ECONorthWest Studies received in December of 2011							
72	<sup>7</sup> The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's							
73	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B
1	<b>Energy Savings Assistance Program Table 3 - Average Bill</b>	
2	<b>Savings per Treated Home</b>	
3	<b>Southern California Gas Company</b>	
4	<b>July 2013</b>	
4	<b>Year-to-Date Installations - Expensed</b>	
5	Annual kWh Savings	n/a
6	Annual Therm Savings	1,497,693
7	Lifecycle kWh Savings	n/a
8	Lifecycle Therm Savings	15,195,446
9	Current kWh Rate	n/a
10	Current Therm Rate	0.55
11	Number of Treated Households	55,746
12	Average 1st Year Bill Savings / Treated households	\$ 14.84
13	Average Lifecycle Bill Savings / Treated Household	\$ 126.54
14		
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program</b>						
2	<b>Homes Treated</b>						
3	<b>Southern California Gas Company</b>						
4	<b>July 2013</b>						
5	<b>County</b>	<b>Eligible Households</b>			<b>Households Treated YTD</b>		
6		<b>Rural</b>	<b>Urban</b>	<b>Total</b>	<b>Rural</b>	<b>Urban</b>	<b>Total</b>
7	Fresno	12	10,967	<b>10,979</b>	15	605	<b>620</b>
8	Imperial	18,445	10	<b>18,455</b>	414	3	<b>417</b>
9	Kern	28,576	13,930	<b>42,507</b>	1,860	443	<b>2,303</b>
10	Kings	13,263	16	<b>13,278</b>	1,144	1	<b>1,145</b>
11	Los Angeles	2,435	1,105,335	<b>1,107,770</b>	302	27,252	<b>27,554</b>
12	Orange	4	240,830	<b>240,834</b>	0	3,850	<b>3,850</b>
13	Riverside	131,941	107,027	<b>238,968</b>	866	7,384	<b>8,250</b>
14	San Bernardino	1,009	174,362	<b>175,371</b>	130	5,980	<b>6,110</b>
15	San Luis Obispo	18,517	12,083	<b>30,600</b>	636	0	<b>636</b>
16	Santa Barbara	1,116	38,447	<b>39,564</b>	326	284	<b>610</b>
17	Tulare	46,685	10,914	<b>57,600</b>	3,049	728	<b>3,777</b>
18	Ventura	2,270	57,561	<b>59,831</b>	64	410	<b>474</b>
19	<b>Total</b>	<b>264,273</b>	<b>1,771,483</b>	<b>2,035,756</b>	<b>8,806</b>	<b>46,940</b>	<b>55,746</b>
20							
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	<b>Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate</b>								
2	<b>Southern California Gas Company</b>								
3	<b>July 2013</b>								
4		<b>Reason Provided</b>							
5	<b>County</b>	<b>Customer Declined Program Measures or is Non-Responsive</b>	<b>Customer Unavailable - Scheduling Conflicts</b>	<b>Hazardous Environment (unsafe/unclean)</b>	<b>Insufficient feasible Measures</b>	<b>Ineligible Dwelling - Prior Program Participation</b>	<b>Household Income Exceeds Allowable Limits</b>	<b>Unable to Provide Required Documentation</b>	<b>Other</b>
6	Fresno	20	2						2
7	Imperial	1			33		3	11	1
8	Kern	99	3		2		42	1	2
9	Kings	8	2			2	4	1	
10	Los Angeles	1,183	55		461	16	663	518	106
11	Orange	211	2		22	12	103	49	23
12	Riverside	266	14		39	4	228	139	26
13	San Bernardino	652	31		39	1	216	194	53
14	San Luis Obispo	5	2				5		3
15	Santa Barbara	2	1		3	1	2		1
16	Tulare	85	4		34	34	327	1	21
17	Ventura	22	1		8	1	21	5	3
18									
19	<b>Total</b>	<b>2,554</b>	<b>117</b>	<b>0</b>	<b>641</b>	<b>71</b>	<b>1614</b>	<b>919</b>	<b>241</b>
20									
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary</b>																
2	<b>Southern California Gas Company</b>																
3	<b>July 2013</b>																
4		<b>Gas &amp; Electric</b>				<b>Gas Only</b>				<b>Electric Only</b>				<b>Total</b>			
5		<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>			<b># of Household Treated by Month</b>	<b>(Annual)</b>		
6	<b>2013</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>		<b>Therm</b>	<b>kWh</b>	<b>kW</b>
7	January	0	N/A	N/A	N/A	0	146,991	N/A	N/A	N/A	N/A	N/A	N/A	0	0	N/A	N/A
8	February	0	N/A	N/A	N/A	6,512	224,106	N/A	N/A	N/A	N/A	N/A	N/A	6,512	224,106	N/A	N/A
9	March	0	N/A	N/A	N/A	8,441	269,981	N/A	N/A	N/A	N/A	N/A	N/A	8,441	269,981	N/A	N/A
10	April	0	N/A	N/A	N/A	9,767	261,258	N/A	N/A	N/A	N/A	N/A	N/A	9,767	261,258	N/A	N/A
11	May	0	N/A	N/A	N/A	10,312	317,071	N/A	N/A	N/A	N/A	N/A	N/A	10,312	317,071	N/A	N/A
12	June	0	N/A	N/A	N/A	11,575	1,497,693	N/A	N/A	N/A	N/A	N/A	N/A	11,575	1,497,693	N/A	N/A
13	July	0	N/A	N/A	N/A	55,746	1,497,693	N/A	N/A	N/A	N/A	N/A	N/A	55,746	1,497,693	N/A	N/A
14	August																
15	September																
16	October																
17	November																
18	December																
19	<b>YTD</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>55,746</b>	<b>1,497,693</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>55,746</b>	<b>1,497,693</b>	<b>N/A</b>	<b>N/A</b>
20																	
21	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>July 2013</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since Jan. 1, 2013</b>			<b>% of 3-Year Budget Expended</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots</b>												
7	none												
8	<b>Studies</b>												
9	Impact Evaluation	N/A	\$ 150,000	\$ 150,000	N/A	0	0	N/A	0	0	N/A	0	0
10	Needs Assessment	N/A	\$ 175,000	\$ 175,000	N/A	0	0	N/A	0	0	N/A	0	0
11	Energy Education	N/A	\$ 75,000	\$ 75,000	N/A	0	0	N/A	0	0	N/A	0	0
12	Multifamily	N/A	\$ 100,000	\$ 100,000	N/A	0	0	N/A	0	0	N/A	0	0
13	<b>Total Studies</b>	N/A	<b>\$ 500,000</b>	<b>\$ 500,000</b>	N/A	0	0	N/A	0	0	N/A	0	0
14													
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>July 2013</b>												
4		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year to Date Expenses</b>			<b>% of Budget Spent YTD</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach	\$ -	\$ 3,845,745	\$ 3,845,745	\$ -	\$ 270,253	\$ 270,253	\$ -	\$ 1,774,816	\$ 1,774,816	NA	46%	46%
7	Processing / Certification Re-certification	\$ -	\$ 4,456,213	\$ 4,456,213	\$ -	\$ 70,515	\$ 70,515	\$ -	\$ 553,269	\$ 553,269	NA	12%	12%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 32,833	\$ 32,833	\$ -	\$ 212,590	\$ 212,590	NA	6%	6%
9	IT Programming	\$ -	\$ 2,669,534	\$ 2,669,534	\$ -	\$ 42,699	\$ 42,699	\$ -	\$ 253,253	\$ 253,253	NA	9%	9%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0	NA	NA	NA
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ -	\$ -	\$ -	\$ 75,000	\$ 75,000	NA	42%	42%
13													
14	Measurement and Evaluation	\$ -	\$ 51,484	\$ 51,484	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0%	0%
15	Regulatory Compliance	\$ -	\$ 234,962	\$ 234,962	\$ -	\$ 30,841	\$ 30,841	\$ -	\$ 160,500	\$ 160,500	NA	68%	68%
16	General Administration	\$ -	\$ 915,488	\$ 915,488	\$ -	\$ 76,948	\$ 76,948	\$ -	\$ 526,153	\$ 526,153	NA	57%	57%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 2,750	\$ 2,750	\$ -	\$ 9,777	\$ 9,777	NA	16%	16%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,157,426	\$ 16,157,426	\$ -	\$ 526,839	\$ 526,839	\$ -	\$ 3,565,358	\$ 3,565,358	NA	22%	22%
20													
21	CARE Rate Discount	\$ -	\$ 129,892,840	\$ 129,892,840	\$ -	\$ 6,879,762	\$ 6,879,762	\$ -	\$ 73,965,697	\$ 73,965,697	NA	57%	57%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 146,050,266	\$ 146,050,266	\$ -	\$ 7,406,601	\$ 7,406,601	\$ -	\$ 77,531,055	\$ 77,531,055	NA	53%	53%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 833,121	\$ 833,121	\$ -	\$ 11,239,338	\$ 11,239,338			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 833,121	\$ 833,121	\$ -	\$ 11,239,338	\$ 11,239,338			
31													
32	Indirect Costs				\$ -	\$ 122,654	\$ 122,654	\$ -	\$ 753,166	\$ 753,166			
33													
34	<sup>1</sup> Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2013 budget amounts.												
35	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

**CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration  
Southern California Gas Company  
July 2013**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration Southern California Gas Company July 2013																								
	Automatic Enrollment				New Enrollment					Recertification					Attrition (Drop Offs)				Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)		
	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)	Capitation	Total New Enrollment (E+H+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)				Net Adjusted (K-T)	
6	2013																								
7	January	5,843	2,411	332	8,586	2,574	17,081	118	19,773	1	28,360	27,764	21,066	11,330	60,160	17,137	3,030	1,070	2,877	24,114	88,520	4,246	1,653,606	1,794,060	92.2%
8	February	5,876	2,541	310	8,727	4,344	25,750	13	30,107	15	38,849	9,085	12,913	9,979	31,977	13,900	4,053	1,047	23,785	42,785	70,826	-3,936	1,649,670	1,794,060	92.0%
9	March	5,445	3,600	388	9,433	3,532	12,144	18	15,694	15	25,142	16,061	18,047	12,869	46,977	10,876	2,961	527	11,144	25,508	72,119	-366	1,649,304	1,794,060	91.9%
10	April	4,969	3,196	402	8,567	2,404	12,333	7	14,744	14	23,325	8,509	15,933	10,764	35,206	8,192	2,386	481	9,988	21,047	58,531	2,278	1,651,582	1,797,772	91.9%
11	May	4,948	3,164	396	8,508	2,363	12,304	6	14,673	10	23,191	12,112	13,388	9,666	35,166	8,587	2,972	453	11,642	23,654	58,357	-463	1,651,119	1,797,772	91.8%
12	June	5,115	2,421	362	7,898	2,420	13,885	2	16,307	22	24,227	23,555	21,985	7,600	53,140	410	96	122	31,407	32,035	77,367	-7,808	1,643,311	1,797,772	91.4%
13	July	5,918	2,906	464	9,288	2,545	19,068	11	21,624	19	30,931	29,998	25,820	8,988	64,806	503	123	134	34,755	35,515	95,737	-4,584	1,638,727	1,795,429	91.3%
14	August																								
15	September																								
16	October																								
17	November																								
18	December																								
19	YTD Total	38,114	20,239	2,654	61,007	20,182	112,565	175	132,922	96	194,025	127,084	129,152	71,196	327,432	59,605	15,621	3,834	125,598	204,658	521,457	-10,633	1,638,727	1,795,429	91.3%

21 Enrollments via data sharing between the IOUs.  
 22 Enrollments via data sharing between departments and/or programs within the utility.  
 23 Enrollments via data sharing with programs outside the IOU that serve low-income customers.  
 24 Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3A - Post-Enrollment Verification Results (Model)</b>								
2	<b>Southern California Gas Company</b>								
3	<b>July 2013</b>								
4	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
5	January	1,653,606	5,282	0.32%	3,102	224	3,326	62.97%	0.201%
6	February	1,649,670	5,359	0.32%	2,794	235	3,029	56.52%	0.184%
7	March	1,649,304	6,207	0.38%	3,154	227	3,381	54.47%	0.205%
8	April	1,651,582	6,973	0.42%	2,387	250	2,637	37.82%	0.160%
9	May	1,651,119	8,847	0.54%	13	297	310	3.50%	0.019%
10	June	1,643,311	885	0.05%	3	19	22	2.49%	0.001%
11	July	1,638,727	5,258	0.32%	7	38	45	0.86%	0.003%
12	August								
13	September								
14	October								
15	November								
16	December								
17	<b>YTD Total</b>	<b>1,638,727</b>	<b>38,811</b>	<b>2.37%</b>	<b>11,460</b>	<b>1,290</b>	<b>12,750</b>	<b>33%</b>	<b>0.78%</b>
18									
19	<sup>1</sup> Includes customers verified as over income or who requested to be de-enrolled.								
20	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
22	YTD adjustments.								
23									
24	<b>CARE Table 3B Post-Enrollment Verification Results (High Usage)</b>								
25	<b>not applicable to SoCalGas</b>								
26	<b>2013</b>	<b>Total CARE Households Enrolled</b>	<b>Households Requested to Verify</b>	<b>% of CARE Enrolled Requested to Verify Total</b>	<b>CARE Households De-enrolled (Due to no response)</b>	<b>CARE Households De-enrolled (Verified as Ineligible) <sup>1</sup></b>	<b>Total Households De-enrolled <sup>2</sup></b>	<b>% De-enrolled through Post Enrollment Verification</b>	<b>% of Total CARE Households De-enrolled</b>
27	January								
28	February								
29	March								
30	April								
31	May								
32	June								
33	July								
34	August								
35	September								
36	October								
37	November								
38	December								
39	<b>YTD Total</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0.00%</b>
40									
41	<sup>1</sup> Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	<sup>2</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
43	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
	YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications</b>						
2	<b>Southern California Gas Company</b>						
3	<b>July 2013</b>						
4		<b>Provided<sup>1</sup></b>	<b>Received</b>	<b>Approved<sup>2</sup></b>	<b>Denied<sup>3</sup></b>	<b>Pending/Never Completed<sup>4</sup></b>	<b>Duplicates<sup>5</sup></b>
5	Total (Y-T-D)	4,095,276	355,949	233,138	20,795	28,543	73,473
6	Percentage		100%	65%	6%	8%	21%
7	<sup>1</sup> An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events. <sup>2</sup> Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. <sup>3</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. <sup>4</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. <sup>5</sup> Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications.  Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
8							
9							
10							
11							
12							
13							

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>July 2013</b>									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,578	12	10,590	11,638	14	11,652	110%	118%	110%
7	Imperial	0	16,787	16,787	16	13,496	13,512	n/a	80%	80%
8	Kern	12,975	27,590	40,565	10,464	27,597	38,061	81%	100%	94%
9	Kings	18	13,029	13,047	18	14,323	14,341	98%	110%	110%
10	Los Angeles	949,654	2,407	952,061	874,778	1,159	875,937	92%	48%	92%
11	Orange	199,619	0	199,619	160,888	19	160,907	81%	0%	81%
12	Riverside	101,317	125,107	226,424	91,518	115,113	206,631	90%	92%	91%
13	San Bernardino	160,384	972	161,356	164,087	791	164,878	102%	81%	102%
14	San Luis Obispo	10,493	17,715	28,208	4,575	12,579	17,154	44%	71%	61%
15	Santa Barbara	33,923	1,065	34,987	28,471	681	29,152	84%	64%	83%
16	Tulare	10,717	45,724	56,442	11,318	47,030	58,348	106%	103%	103%
17	Ventura	53,369	1,975	55,344	46,724	1,430	48,154	88%	72%	87%
18										
19	<b>Total</b>	<b>1,543,047</b>	<b>252,382</b>	<b>1,795,429</b>	<b>1,404,495</b>	<b>234,232</b>	<b>1,638,727</b>	<b>91%</b>	<b>93%</b>	<b>91.3%</b>
20										
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>July 2013</b>							
4	<b>2013</b>	<b>Total CARE Households</b>	<b>Households Requested to Recertify</b>	<b>% of Households Total (C/B)</b>	<b>Households Recertified</b>	<b>Households De-enrolled</b>	<b>Recertification Rate % (E/C)</b>	<b>% of Total Households De-enrolled (F/B)</b>
5	January	1,653,606	25,278	1.53%	19,413	10,506	77%	0.64%
6	February	1,649,670	24,627	1.49%	18,676	10,011	76%	0.61%
7	March	1,649,304	36,122	2.19%	24,485	15,752	68%	0.96%
8	April	1,651,582	42,081	2.55%	25,165	15,163	60%	0.92%
9	May	1,651,119	31,773	1.92%	16,505	762	52%	0.05%
10	June	1,643,311	33,356	2.03%	6,404	227	19%	0.01%
11	July	1,638,727	40,640	2.48%	2,495	140	6%	0.01%
12	August	0	0		0	0	0%	0.00%
13	September	0	0		0	0	0%	0.00%
14	October	0	0		0	0	0%	0.00%
15	November	0	0		0	0	0%	0.00%
16	December	0	0		0	0	0%	0.00%
17	<b>YTD</b>	<b>1,638,727</b>	<b>233,877</b>	<b>14.27%</b>	<b>113,143</b>	<b>52,561</b>	<b>48%</b>	<b>3.21%</b>
18								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	<b>CARE Table 7 - Capitation Contractors</b>						
2	<b>Southern California Gas Company</b>						
3	<b>July 2013</b>						
4	<b>Contractor<sup>1</sup></b>	<b>Contractor Type</b>				<b>Total Enrollments</b>	
5		<b>(Check one or more if applicable)</b>				<b>Current</b>	<b>Year-To-Date</b>
6		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>	<b>Month</b>	
7	Community Action Partnership of Orange County		X	X	X	0	0
8	ELA Communications Energy ED Program		X			0	0
9	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
10	Proteus, Inc.		X			0	0
11	Community Pantry of Hemet		X			0	0
12	Community Action Partnership of San Bernardino		X		X	5	8
13	LA Works		X			0	0
14	Children’s Hospital of Orange County		X			0	0
15	The Companion Line		X			0	0
16	Across Amer Foundation		X			0	0
17	All Peoples Christian Center		X			0	0
18	LA County 211		X			0	0
19	YMCA Montebello-Commerce		X			0	0
20	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
21	Coachella Valley Housing Coalition		X			0	0
22	HABBM		X			0	0
23	Second Harvest Food Bank of Orange County		X			0	0
24	Southeast Community Development Corp.		X			0	0
25	Latino Resource Organization		X			0	0
26	Independent Living Center of Southern California		X			0	0
27	Community Action Partnership - Kern County		X			0	0
28	El Concilio del Condado de Ventura		X			0	0
29	Ventura Cty Comm Human		X			0	0
30	Blessed Sacrament Church		X			0	1
31	Starbright Management Services		X			0	0
32	Hermanidad Mexicana		X			0	0
33	CSET		X			0	2
34	Crest Forest Family and Community Service		X			0	0
35	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
36	Veterans in Community Service		X	X	X	0	0
37	Chinatown Service Center		X			5	15
38	Koreatown Youth and Community Center		X			0	0
39	MEND		X			0	0
40	Armenian Relief Society		X			0	0
41	Catholic Charities of LA – Brownson House		X			0	0
42	BroadSpectrum		X			0	0
43	OCCC, Inc. (Orange County Community Center)		X			1	2
44	Green Light Shipping	X				0	0
45	APAC Service Center		X			8	68
46	Visalia Emergency Aid Council		X			0	0
47	<b>Total Enrollments</b>					<b>19</b>	<b>96</b>
48	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						



	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8 - Participants as of Month-End</b>								
2	<b>Southern California Gas Company</b>								
3	<b>July 2013</b>								
4	<b>2013</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration</b>	<b>% Change</b>	<b>Total Residential Accounts</b>
5	January	n/a	1,653,606	n/a	1,653,606	1,794,060	92.2%	6.0%	100%
6	February	n/a	1,649,670	n/a	1,649,670	1,794,060	92.0%	-0.2%	100%
7	March	n/a	1,649,304	n/a	1,649,304	1,794,060	91.9%	0.0%	100%
8	April	n/a	1,651,582	n/a	1,651,582	1,797,772	91.9%	0.1%	100%
9	May	n/a	1,651,119	n/a	1,651,119	1,797,772	91.8%	0.0%	100%
10	June	n/a	1,643,311	n/a	1,643,311	1,797,772	91.4%	-0.5%	100%
11	July	n/a	1,638,727	n/a	1,638,727	1,795,429	91.3%	-0.3%	100%
12	August								
13	September								
14	October								
15	November								
16	December								
17	<b>YTD</b>		<b>1,638,727</b>		<b>1,638,727</b>	<b>1,795,429</b>	<b>91.3%</b>		
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
19									

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Program Table 9 - Expenditures for CHANGES Pilot</b>												
2	<b>Southern California Gas Company</b>												
3	<b>July 2013</b>												
4		<b>Authorized 3-Year Budget</b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2013</b>	<b>% of 2013-14 Budget Expended</b>								
5		<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>								
6	<b>Pilots</b>												
7	CHANGES	\$180,000	\$0	\$75,000	42%								
8	Total Pilots	\$180,000	\$0	\$75,000	42%								
9													
10	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	<b>CARE Table 10 CHANGES One-on-One Customer Assistance Sessions</b>															
2	<b>Through July 2013 - Southern California Gas Company</b>															
3	<b>(Provide Cumulative Data from January , 2013 through end of Reporting Month)</b>															
4	<b>All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities</b>															
5	Date	CHANGES Participants' Self-Identified language of preference	Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	Description of each contact made with that customer's utility until a resolution is reached	If on CARE, How initially enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU (1)			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs			Customers Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBO			Calls to Dedicated 800 # Recorded by IOU
6					#	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll Free Number Used		#	Dedicated Toll Free Number Used		
7											I=Yes 0=No	Reason 800# Not Used		I=Yes 0=No	Reason 800# Not Used	
8	1/8/2013	Not Available	LiHeap Application Assist.	Not Available		direct mail 8/31/12	0	Not Applicable	0	0	Not Available	0	Not Available			
9	1/7/2013	Not Available	GAF Assist& Education	Not Available		edison 8/25/12	0	Not Applicable	0	0	Not Available	0	Not Available			
10	1/8/2013	Not Available	ESAP Assist & Scheduled Energy Audit	Not Available		selfcert 4/13/12	0	Not Applicable	0	0	Not Available	0	Not Available			
11	1/8/2013	Not Available	Third party notification	Not Available		not CARE	0	Not Applicable	0	0	Not Available	0	Not Available			
12	2/6/2013	Not Available	GAF Application Assistance	Not Available		gaf 2/9/13	0	Not Applicable	0	0	Not Available	0	Not Available			
13	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		selfcert 8/12/03	0	Not Applicable	0	0	Not Available	0	Not Available			
14	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 2/4/02	0	Not Applicable	0	0	Not Available	0	Not Available			
15	2/6/2013	Not Available	GAF Application Assistance	Not Available		gaf 12/2/11	0	Not Applicable	0	0	Not Available	0	Not Available			
16	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available	0	Not Available			
17	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 5/5/06	0	Not Applicable	0	0	Not Available	0	Not Available			
18	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		selfcert 5/7/09	0	Not Applicable	0	0	Not Available	0	Not Available			
19	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		selfcert 6/9/04	0	Not Applicable	0	0	Not Available	0	Not Available			
20	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		rate transfer 5/1/11	0	Not Applicable	0	0	Not Available	0	Not Available			
21	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		gaf 12/2/11	0	Not Applicable	0	0	Not Available	0	Not Available			
22	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		selfcert 7/28/04	0	Not Applicable	0	0	Not Available	0	Not Available			
23	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		selfcert 11/26/12	0	Not Applicable	0	0	Not Available	0	Not Available			
24	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		selfcert 5/18/95	0	Not Applicable	0	0	Not Available	0	Not Available			
25	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		rate transfer 3/25/12	0	Not Applicable	0	0	Not Available	0	Not Available			
26	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		selfcert 10/21/04	0	Not Applicable	0	0	Not Available	0	Not Available			
27	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		selfcert 3/31/09	0	Not Applicable	0	0	Not Available	0	Not Available			
28	2/6/2013	Not Available	GAF Application Assistance/Energy Education	Not Available		selfcert 8/17/07	0	Not Applicable	0	0	Not Available	0	Not Available			
29	2/7/2013	Not Available	ESAP and Medical Baseline Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available	0	Not Available			
30	2/28/2013	Not Available	Medical Baseline Assistance	Not Available		selfcert 11/1/2011	0	Not Applicable	0	0	Not Available	0	Not Available			
31	2/20/2013	Not Available	LIHEAP/Bill/Medical Baseline and Energy Education	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available	0	Not Available			
32	2/6/2013	Not Available	GAF Assist/Level Pay Plant & ESAP/LHEAP Education	Not Available		selfcert 9/18/12	0	Not Applicable	0	0	Not Available	0	Not Available			
33	2/14/2013	Not Available	GAF Application Assistance	Not Available		rate transfer 11/18/12	0	Not Applicable	0	0	Not Available	0	Not Available			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
34	2/21/2013	Not Available	GAF Application Assistance	Not Available		selfcert 12/19/05	0	Not Applicable	0	0	Not Available		0	Not Available		
35	2/22/2013	Not Available	ESAP Assistance & Schedule Energy Audit	Not Available		edison 6/30/12	0	Not Applicable	0	0	Not Available		0	Not Available		
36	2/6/2013	Not Available	Bill/LIHEAP and Energy Efficiency Education	Not Available		selfcert 12/12/12	0	Not Applicable	0	0	Not Available		0	Not Available		
37	2/8/2013	Not Available	LIHEAP/Educated on bill disconnection	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
38	2/18/2013	Not Available	LIHEAP/Energy Efficiency Education	Not Available		direct mail 2/14/08	0	Not Applicable	0	0	Not Available		0	Not Available		
39	2/21/2013	Not Available	GAF Application Assistance	Not Available		selfcert 2/16/10	0	Not Applicable	0	0	Not Available		0	Not Available		
40	4/4/2013	Not Available	Verified Bill	Not Available		edison 8/22/09	0	Not Applicable	0	0	Not Available		0	Not Available		
41	3/11/2013	Not Available	Verified Bill/Energy Education	Not Available		selfcert 2/7/2005	0	Not Applicable	0	0	Not Available		0	Not Available		
42	2/22/2013	Not Available	ESAP Assistance & Schedule Energy Audit	Not Available		rate transfer 12/25/11	0	Not Applicable	0	0	Not Available		0	Not Available		
43	3/13/2013	Not Available	GAF Application Assistance/Verified Bill	Not Available		selfcert 3/1/04	0	Not Applicable	0	0	Not Available		0	Not Available		
44	3/25/2013	Not Available	GAF Application Assistance/Verified Bill	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
45	3/25/2013	Not Available	GAF Appl Assistance/Verified Bill/Req Mtr chg	Not Available		rate transfer 11/18/12	0	Not Applicable	0	0	Not Available		0	Not Available		
46	3/27/2013	Not Available	GAF Appl Assit/Verified Bill/Energy Efficiency Assist	Not Available		rate transfer 4/27/08	0	Not Applicable	0	0	Not Available		0	Not Available		
47	3/7/2013	Not Available	LHEAP/Bill/CARE/ESAP education	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
48	3/12/2013	Not Available	LIHEAP/Bill/Energy Efficiency Education	Not Available		selfcert 9/11/95	0	Not Applicable	0	0	Not Available		0	Not Available		
49	4/11/2013	Not Available	Req Mtr Svc/Bill Adjustment	Not Available		selfcert 9/25/05	0	Not Applicable	0	0	Not Available		0	Not Available		
50	3/20/2013	Not Available	Set up Acct/Changes to Acct	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
51	4/30/2013	Not Available	LiHeap Application Assist/Set up Extension	Not Available		edison 9/8/12	0	Not Applicable	0	0	Not Available		0	Not Available		
52	4/25/2013	Not Available	Set up Acct/Changes to Acct/Bill Education/Verified bill	Not Available		selfcert 9/7/10	0	Not Applicable	0	0	Not Available		0	Not Available		
53	4/10/2013	Not Available	LIHEAP Application Asst/Bill education	Not Available		rate transfer 10/16/11	0	Not Applicable	0	0	Not Available		0	Not Available		
54	4/16/2013	Not Available	LIHEAP/Bill and Energy Efficiency education	Not Available		edison 10/8/11	0	Not Applicable	0	0	Not Available		0	Not Available		
55	4/22/2013	Not Available	LIHEAP/Bill and Energy Efficiency education	Not Available		direct mail 7/19/13	0	Not Applicable	0	0	Not Available		0	Not Available		
56	4/24/2013	Not Available	LIHEAP/Bill disconnection education	Not Available		edison 2/20/10	0	Not Applicable	0	0	Not Available		0	Not Available		
57	4/8/2013	Not Available	LIHEAP Application Asst	Not Available		rate transfer 10/7/91	0	Not Applicable	0	0	Not Available		0	Not Available		
58	4/8/2013	Not Available	LIHEAP/ESAP/Medical Baseline/Energy education	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
59	4/8/2013	Not Available	Verified Bill	Not Available		selfcert 12/26/03	0	Not Applicable	0	0	Not Available		0	Not Available		
60	2/6/2013	Not Available	GAF Appl Assist/LIHEAP and ESAP Education	Not Available		door-to-door 3/6/08	0	Not Applicable	0	0	Not Available		0	Not Available		
61	2/6/2013	Not Available	GAF Application Assistance	Not Available		rate transfer 5/13/12	0	Not Applicable	0	0	Not Available		0	Not Available		
62	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 4/8/99	0	Not Applicable	0	0	Not Available		0	Not Available		
63	2/6/2013	Not Available	GAF APPL Assist/ESAP Education	Not Available		door-to-door 7/29/08	0	Not Applicable	0	0	Not Available		0	Not Available		
64	2/6/2013	Not Available	GAF Appl Assist/LIHEAP APPI Assistance	Not Available		rate transfer 10/9/05	0	Not Applicable	0	0	Not Available		0	Not Available		
65	2/6/2013	Not Available	GAF Appl Assist/Energy Conservation/ESAP Education	Not Available		selfcert 6/22/12	0	Not Applicable	0	0	Not Available		0	Not Available		
66	4/15/2013	Not Available	LIHEAP Appl Assist/ESAP Education	Not Available		edison 1/8/11	0	Not Applicable	0	0	Not Available		0	Not Available		
67	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 1/5/04	0	Not Applicable	0	0	Not Available		0	Not Available		

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
68	2/6/2013	Not Available	GAF Appl Asst/Energy Efficiency & ESAP Education	Not Available		edison 9/15/07	0	Not Applicable	0	0	Not Available		0	Not Available		
69	2/6/2013	Not Available	GAF Appl Assist/Education on avoiding disconn	Not Available		rate transfer 7/8/12	0	Not Applicable	0	0	Not Available		0	Not Available		
70	4/25/2013	Not Available	LIHEAP Application Assistance	Not Available		rate transfer 5/8/11	0	Not Applicable	0	0	Not Available		0	Not Available		
71	4/17/2013	Not Available	ESAP Assistance/Schedule Energy Audit	Not Available		selfcert 2/4/09	0	Not Applicable	0	0	Not Available		0	Not Available		
72	4/18/2013	Not Available	ESAP Education	Not Available		selfcert 2/19/09	0	Not Applicable	0	0	Not Available		0	Not Available		
73	4/27/2013	Not Available	Set up Acct/Changes to Account	Not Available		edison 11/28/09	0	Not Applicable	0	0	Not Available		0	Not Available		
74	4/26/2013	Not Available	LIHEAP Application Assistance	Not Available		selfcert 4/21/11	0	Not Applicable	0	0	Not Available		0	Not Available		
75	4/10/2013	Not Available	GAF Appl Assist/EE kit/ESAP/Verified Bill	Not Available		selfcert 4/15/98	0	Not Applicable	0	0	Not Available		0	Not Available		
76	4/22/2013	Not Available	GAF Appl Assit/LIHEAP/ESAP Assist/Verified Bill	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
77	4/16/2013	Not Available	GAF Appl Assist/EE Education/Verified Bill	Not Available		selfcert 5/2/12	0	Not Applicable	0	0	Not Available		0	Not Available		
78	4/4/2013	Not Available	GAF Appl Assist/EE kit/ESAP/Verified Bill	Not Available		selfcert 2/12/13	0	Not Applicable	0	0	Not Available		0	Not Available		
79	4/4/2013	Not Available	GAF APPL Assist/ESAP Education/Verified Bill	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
80	4/1/2013	Not Available	GAF Appl Assist/Energy Efficiency Education/Verified Bill	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
81	4/11/2013	Not Available	GAF APPL Asst/LIHEAP/ESAP/Verified Bill	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
82	4/2/2013	Not Available	GAF Appl Assist/Energy Efficiency/ESAP Education	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
83	4/3/2013	Not Available	LIHEAP/ESAP/Energy Efficiency Education	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
84	5/10/2013	Not Available	LIHEAP/Medical Baseline/ ESAP Education	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
85	5/6/2013	Not Available	Sign up for 3rd Party Notication/EE Education	Not Available		door-to-door 10/16/09	0	Not Applicable	0	0	Not Available		0	Not Available		
86	5/7/2013	Not Available	Sign up for 3rd Party Notication/EE Education	Not Available		edison 3/28/09	0	Not Applicable	0	0	Not Available		0	Not Available		
87	5/13/2013	Not Available	ESAP Education	Not Available		door-to-door 12/28/12	0	Not Applicable	0	0	Not Available		0	Not Available		
88	5/20/2013	Not Available	ESAP Education/Scheduled Energy Audit	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
89	5/21/2013	Not Available	Sign up for 3rd Party Notification	Not Available		selfcert 5/12/11	0	Not Applicable	0	0	Not Available		0	Not Available		
90	5/22/2013	Not Available	LIHEAP Application Assistance	Not Available		edison 6/26/11	0	Not Applicable	0	0	Not Available		0	Not Available		
91	5/22/2013	Not Available	LIHEAP Appl Assist/ESAP Education/Scheduled Customer visit	Not Available		rate transfer 4/22/12	0	Not Applicable	0	0	Not Available		0	Not Available		
92	5/22/2013	Not Available	LIHEAP Appl Assistance	Not Available		selfcert 12/18/08	0	Not Applicable	0	0	Not Available		0	Not Available		
93	5/23/2013	Not Available	ESAP education	Not Available		selfcert 2/19/09	0	Not Applicable	0	0	Not Available		0	Not Available		
94	5/22/2013	Not Available	LIHEAP APPL Assist/ESAP education	Not Available		bill insert 10/24/11	0	Not Applicable	0	0	Not Available		0	Not Available		
95	5/28/2013	Not Available	LIHEAP APPL Assist/ESAP education	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
96	5/16/2013	Not Available	LIHEAP Appl Assist	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
97	5/16/2013	Not Available	Verified Bill	Not Available		selfcert 3/27/03	0	Not Applicable	0	0	Not Available		0	Not Available		
98	4/3/2013	Not Available	GAF Application Assistance	Not Available		selfcert 3/27/03	0	Not Applicable	0	0	Not Available		0	Not Available		
99	5/22/2013	Not Available	GAF Application Assistance	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
100	5/28/2013	Not Available	CARE Education	Not Available		selfcert 5/3/13	0	Not Applicable	0	0	Not Available		0	Not Available		
101	6/5/2013	Not Available	GAF Application Assistance	Not Available		selfcert 5/17/06	0	Not Applicable	0	0	Not Available		0	Not Available		

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
102	6/5/2013	Not Available	LIHEAP Appl Assistnace	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
103	5/24/2013	Not Available	Description not Applicable to SoCalGas	Not Available		selfcert 1/11/08	0	Not Applicable	0	0	Not Available		0	Not Available		
104	5/7/2013	Not Available	LIHEAP Application Assistance	Not Available		rate transfer 10/18/09	0	Not Applicable	0	0	Not Available		0	Not Available		
105	5/22/2013	Not Available	LIHEAP Application Assistance	Not Available		rate transfer 5/10/09	0	Not Applicable	0	0	Not Available		0	Not Available		
106	5/15/2013	Not Available	LIHEAP Application Assistance	Not Available		esap 3/5/13	0	Not Applicable	0	0	Not Available		0	Not Available		
107	5/21/2013	Not Available	GAF Application Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
108	5/22/2013	Not Available	GAF Application Assistance	Not Available		selfcert 1/17/12	0	Not Applicable	0	0	Not Available		0	Not Available		
109	5/31/2013	Not Available	GAF Application Assistance	Not Available		selfcert 12/11/12	0	Not Applicable	0	0	Not Available		0	Not Available		
110	5/23/2013	Not Available	GAF Application Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
111	5/24/2013	Not Available	Education on avoiding disconnection	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
112	6/11/2013	Not Available	Sign up for third party notification	Not Available		bill insert 8/11/03	0	Not Applicable	0	0	Not Available		0	Not Available		
113	6/12/2013	Not Available	Sign up for third party notification	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
114	6/12/2013	Not Available	Sign up for third party notification	Not Available		selfcert 4/6/12	0	Not Applicable	0	0	Not Available		0	Not Available		
115	6/13/2013	Not Available	Description not Applicable to SoCalGas	Not Available		rate transfer 4/1/12	0	Not Applicable	0	0	Not Available		0	Not Available		
116	6/19/2013	Not Available	Educated on Enerfy efficiency/Conservation	Not Available		selfcert 6/26/01	0	Not Applicable	0	0	Not Available		0	Not Available		
117	6/25/2013	Not Available	Set up Account/Changes to Account	Not Available		edison 8/25/12	0	Not Applicable	0	0	Not Available		0	Not Available		
118	6/10/2013	Not Available	Set up Payment Extension	Not Available		edison 2/4/12	0	Not Applicable	0	0	Not Available		0	Not Available		
119	5/13/2013	Not Available	Set up Payment Plan	Not Available		rate transfer 9/4/11	0	Not Applicable	0	0	Not Available		0	Not Available		
120	2/6/2013	Not Available	GAF Application Assistance	Not Available		rate transfer 12/2/12	0	Not Applicable	0	0	Not Available		0	Not Available		
121	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 4/17/01	0	Not Applicable	0	0	Not Available		0	Not Available		
122	2/6/2013	Not Available	GAF Application Assistance	Not Available		bill insert 5/9/08	0	Not Applicable	0	0	Not Available		0	Not Available		
123	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 7/6/06	0	Not Applicable	0	0	Not Available		0	Not Available		
124	2/6/2013	Not Available	GAF Application Assistance	Not Available		rate transfer 2/6/09	0	Not Applicable	0	0	Not Available		0	Not Available		
125	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 10/25/11	0	Not Applicable	0	0	Not Available		0	Not Available		
126	6/28/2013	Not Available	Scheduled Customer Service Visit	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
127	6/19/2013	Not Available	Description not Applicable to SoCalGas	Not Available		edison 9/15/12	0	Not Applicable	0	0	Not Available		0	Not Available		
128	2/6/2013	Not Available	GAF Application Assistance	Not Available		rate transfer 5/17/09	0	Not Applicable	0	0	Not Available		0	Not Available		
129	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 3/13/08	0	Not Applicable	0	0	Not Available		0	Not Available		
130	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 1/17/01	0	Not Applicable	0	0	Not Available		0	Not Available		
131	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 5/25/12	0	Not Applicable	0	0	Not Available		0	Not Available		
132	6/19/2013	Not Available	ESAP Education	Not Available		rate transfer 4/22/12	0	Not Applicable	0	0	Not Available		0	Not Available		
133	6/19/2013	Not Available	LIHEAP Application Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
134	6/18/2013	Not Available	Set up Account/Changes to Account	Not Available		rate transfer 4/2/06	0	Not Applicable	0	0	Not Available		0	Not Available		
135	6/18/2013	Not Available	Sign up for 3rd Party Notification	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
136	6/20/2013	Not Available	Bill Education	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
137	6/24/2013	Not Available	Sign up for 3rd Party Notification	Not Available		selfcert 3/21/07	0	Not Applicable	0	0	Not Available		0	Not Available		
138	6/25/2013	Not Available	Schedule Energy Audit	Not Available		selfcert 4/6/10	0	Not Applicable	0	0	Not Available		0	Not Available		
139	6/5/2013	Not Available	LIHEAP Application Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
140	6/24/2013	Not Available	Set up Payment Extension	Not Available		selfcert 7/19/13	0	Not Applicable	0	0	Not Available		0	Not Available		
141	2/6/2013	Not Available	ESAP Education	Not Available		gaf 2/9/13	0	Not Applicable	0	0	Not Available		0	Not Available		
142	6/11/2013	Not Available	LIHEAP Application Assistance	Not Available		CHANGES CBO 7/8/13	1	Not Applicable	0	0	Not Available		0	Not Available		
143	6/3/2013	Not Available	LIHEAP Application Assistance	Not Available		IVR 9/19/08	0	Not Applicable	0	0	Not Available		0	Not Available		
144	5/5/2013	Not Available	LIHEAP Application Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
145	6/14/2013	Not Available	LIHEAP Application Assistance	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
146	6/19/2013	Not Available	LIHEAP Application Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
147	6/6/2013	Not Available	LIHEAP Application Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
148	1/4/2013	Not Available	GAF Application Assistance	Not Available		direct mail 5/7/12	0	Not Applicable	0	0	Not Available		0	Not Available		
149	1/9/2013	Not Available	LIHEAP Application Assistance	Not Available		selfcert 1/28/04	0	Not Applicable	0	0	Not Available		0	Not Available		
150	1/11/2013	Not Available	Educated on Energy Efficiency/Conservation	Not Available		selfcert 3/31/06	0	Not Applicable	0	0	Not Available		0	Not Available		
151	1/11/2013	Not Available	ESAP Education	Not Available		selfcert 1/15/09	0	Not Applicable	0	0	Not Available		0	Not Available		
152	1/11/2013	Not Available	Sign up for 3rd Party Notification	Not Available		edison 12/8/07	0	Not Applicable	0	0	Not Available		0	Not Available		
153	1/12/2013	Not Available	LIHEAP Application Assistance	Not Available		edison 1/8/11	0	Not Applicable	0	0	Not Available		0	Not Available		
154	1/16/2013	Not Available	LIHEAP Application Assistance	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
155	1/18/2013	Not Available	Educated on Energy Efficiency/Conservation	Not Available		rate transfer 8/14/11	0	Not Applicable	0	0	Not Available		0	Not Available		
156	1/18/2013	Not Available	Set up Payment Plan	Not Available		rate transfer 11/4/12	0	Not Applicable	0	0	Not Available		0	Not Available		
157	1/18/2013	Not Available	LIHEAP Application Assistance	Not Available		rate transfer 7/22/07	0	Not Applicable	0	0	Not Available		0	Not Available		
158	1/23/2013	Not Available	LIHEAP Application Assistance	Not Available		selfcert 3/17/05	0	Not Applicable	0	0	Not Available		0	Not Available		
159	1/23/2013	Not Available	ESAP Education	Not Available		selfcert 2/19/05	0	Not Applicable	0	0	Not Available		0	Not Available		
160	1/23/2013	Not Available	LIHEAP Application Assistance	Not Available		rate transfer 9/4/11	0	Not Applicable	0	0	Not Available		0	Not Available		
161	1/24/2013	Not Available	LIHEAP Application Assistance	Not Available		edison 1/9/10	0	Not Applicable	0	0	Not Available		0	Not Available		
162	1/28/2013	Not Available	Service Description not provided	Not Available		selfcert 10/10/95	0	Not Applicable	0	0	Not Available		0	Not Available		
163	1/29/2013	Not Available	Educated on Energy Efficiency/Conservation	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
164	1/29/2013	Not Available	LIHEAP Application Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
165	1/29/2013	Not Available	LIHEAP Application Assistance	Not Available		selfcert 11/13/07	0	Not Applicable	0	0	Not Available		0	Not Available		
166	1/30/2013	Not Available	Education on Demand Response Programs	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
167	1/30/2013	Not Available	Service Description not applicable to SCG	Not Available		edison 2/23/13	0	Not Applicable	0	0	Not Available		0	Not Available		
168	1/31/2013	Not Available	Educated on CARE	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
169	1/31/2013	Not Available	ESAP Education	Not Available		edison 4/6/13	0	Not Applicable	0	0	Not Available		0	Not Available		

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
170	2/5/2013	Not Available	LIHEAP Appl Assistance	Not Available		selfcert 2/16/07	0	Not Applicable	0	0	Not Available		0	Not Available		
171	2/5/2013	Not Available	GAF Application Assistance	Not Available		selfcert 9/19/08	0	Not Applicable	0	0	Not Available		0	Not Available		
172	2/5/2013	Not Available	GAF Application Assistance	Not Available		edison 9/22/12	0	Not Applicable	0	0	Not Available		0	Not Available		
173	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 3/10/07	0	Not Applicable	0	0	Not Available		0	Not Available		
174	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 2/17/05	0	Not Applicable	0	0	Not Available		0	Not Available		
175	2/6/2013	Not Available	GAF Application Assistance	Not Available		edison 3/19/11	0	Not Applicable	0	0	Not Available		0	Not Available		
176	2/6/2013	Not Available	GAF Application Assistance	Not Available		rate transfer 2/22/96	0	Not Applicable	0	0	Not Available		0	Not Available		
177	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 9/19/11	0	Not Applicable	0	0	Not Available		0	Not Available		
178	2/6/2013	Not Available	GAF Application Assistance	Not Available		selfcert 11/17/00	0	Not Applicable	0	0	Not Available		0	Not Available		
179	2/6/2013	Not Available	GAF Application Assistance	Not Available		liheap 12/2/11	0	Not Applicable	0	0	Not Available		0	Not Available		
180	2/6/2013	Not Available	GAF Application Assistance	Not Available		liheap 12/2/11	0	Not Applicable	0	0	Not Available		0	Not Available		
181	2/12/2013	Not Available	ESAP Application Assistance	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
182	2/20/2013	Not Available	Educated on Energy Efficiency/Conservation	Not Available		edison 4/30/11	0	Not Applicable	0	0	Not Available		0	Not Available		
183	2/21/2013	Not Available	LIHEAP Appl Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
184	2/26/2013	Not Available	LIHEAP Appl Assistance	Not Available		rate transfer 4/12/09	0	Not Applicable	0	0	Not Available		0	Not Available		
185	2/27/2013	Not Available	Educated on avoiding disconnection	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
186	2/27/2013	Not Available	Bill Education	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
187	2/27/2013	Not Available	LIHEAP Appl Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
188	2/28/2013	Not Available	LIHEAP Appl Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
189	2/28/2013	Not Available	Bill Education	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
190	2/28/2013	Not Available	Bill Education	Not Available		door-to-door 7/3/12	0	Not Applicable	0	0	Not Available		0	Not Available		
191	3/5/2013	Not Available	LIHEAP Appl Assistance	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
192	3/5/2013	Not Available	Svs Description not applicable to SCG	Not Available		edison 4/21/12	0	Not Applicable	0	0	Not Available		0	Not Available		
193	3/5/2013	Not Available	ESAP Application Assistance	Not Available		bill insert 9/12/11	0	Not Applicable	0	0	Not Available		0	Not Available		
194	3/6/2013	Not Available	ESAP Education	Not Available		selfcert 6/18/02	0	Not Applicable	0	0	Not Available		0	Not Available		
195	3/13/2013	Not Available	Sign up for 3rd Party Notification	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
196	3/28/2013	Not Available	GAF Application Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
197	3/29/2013	Not Available	ESAP Education	Not Available		bill insert 5/19/10	0	Not Applicable	0	0	Not Available		0	Not Available		
198	3/29/2013	Not Available	Set up Payment Extension	Not Available		rate transfer 11/4/12	0	Not Applicable	0	0	Not Available		0	Not Available		
199	3/29/2013	Not Available	Bill Education	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
200	3/29/2013	Not Available	LIHEAP Appl Assistance	Not Available		bill insert 3/31/06	0	Not Applicable	0	0	Not Available		0	Not Available		
201	4/1/2013	Not Available	Educated on Energy Efficiency/Conservation	Not Available		selfcert 9/10/09	0	Not Applicable	0	0	Not Available		0	Not Available		
202	4/10/2013	Not Available	Educated on Energy Efficiency/Conservation	Not Available		edison 8/6/11	0	Not Applicable	0	0	Not Available		0	Not Available		
203	4/18/2013	Not Available	Educated on CARE	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
204	4/24/2013	Not Available	LIHEAP Application Assistance	Not Available		invalid acct #	0	Not Applicable	0	0	Not Available		0	Not Available		
205	4/24/2013	Not Available	Bill Education	Not Available		selfcert 11/1/12	0	Not Applicable	0	0	Not Available		0	Not Available		
206	5/22/2013	Not Available	GAF Application Assistance	Not Available		not CARE	0	Not Applicable	0	0	Not Available		0	Not Available		
207	5/28/2013	Not Available	Set up Payment Extension	Not Available		rate transfer 1/23/11	0	Not Applicable	0	0	Not Available		0	Not Available		
208																
209																
210	Current Month Total						1	Not Applicable	0	0			0			42
211	Year-to-Date Total						0	Not Applicable	0	0			0			19
212																
213	[1] Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.															
214	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.															
215	Detailed information for Column C available through table provided by SHE organization.															
216	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.															

	A	B	C	D	E	F	G
1	<b>CARE Table 11 CHANGES Group Customer Assistance Sessions</b>						
2	<b>Through July 2013 - Southern California Gas Company</b>						
3	<b>(Provide Cumulative Data from January , 2013 through end of Reporting Month)</b>						
4	<b>All Data Provided by the CHANGES Contractor</b>						
5				<b>Session Logistics</b>			
6	<b>Date</b>	<b>Session Language</b>	<b>Description of Service Provided (g.g. utility bill assistance, utility bill dispute resolution, and other energy related issues</b>	<b># of Sessions</b>	<b>Length (Hours)</b>	<b>Number of Attendees</b>	<b>Description of Information/Literature Provided</b>
7							
8							
9							
10							
11							
12							
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30							
31							
32							
33							
34							
35							
36							
37	Current Month Total			0		0	
38	Year-to-Date Total						

Data not available